

State of Hawaii  
Department of Health  
Family Health Services Division  
Children with Special Health Needs Branch/Early  
Intervention Section (EIS)

## **Request for Proposals**

**RFP No. HTH 530-06-2**

**RFP Title:**

**Services for Children with Complex  
Medical Needs**

Issued: August 29, 2006

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the [RFP Interest form](#), complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

August 29, 2006

## REQUEST FOR PROPOSALS

### EARLY INTERVENTION PROGRAMS

#### RFP No. HTH 530-06-2

The Department of Health, Family Health Services Division, Children with Special Health Needs Branch, Early Intervention Section (EIS) is requesting proposals from qualified applicants to provide family-centered, community-based, comprehensive, multi-disciplinary services to infants and toddlers under the age of three (3), with complex medical needs and their families.

Children with complex medical needs shall include those who are:

- not technologically dependent and who require close monitoring (e.g. severe asthma, neurological sequelae, failure to thrive, low birth weight, feeding difficulties, effects of prenatal substance abuse, and other biological conditions);
- technologically dependent with or without a ventilator;
- stable with cardio-pulmonary needs requiring more than ten (10) hours of skilled nursing supervision.

Services shall include family training, counseling, and home visits; special instruction; speech language pathology and audiology services, and sign language and cued language services; occupational therapy; physical therapy; psychological services; service coordination services; medical services only for diagnostic or evaluation purposes; early identification, screening, and assessment services; health services necessary to enable the child to benefit from other early intervention services; social work services; vision services; assistive technology devices and assistive technology services; and transportation and related costs that are necessary to enable an infant or toddler and family to receive another service. All services shall be delivered as conveniently and non-intrusively as possible, and within the child and family's natural environment. The contract term will be from July 1, 2007 through June 30, 2009, with an option to extend for specified periods of time not to exceed two (2) years or for not more than two (2) additional twelve (12) month periods. A single contract for the island of Oahu will be awarded under this request for proposals.

Proposals shall be mailed and postmarked by the United States Postal Service on or before **October 27, 2006, or hand delivered no later than 4:30 p.m., Hawaii Standard Time (HST), on October 27, 2006**, at the drop-off site designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and shall be rejected. There are no exceptions to this requirement.

Early Intervention Section will conduct an orientation on September 12, 2006 from 9:30 a.m. to 11:30 a.m. HST, at 1600 Kapiolani Blvd., Suite 1401, Honolulu, Hawaii. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on September 20, 2006. All written questions will receive a written response from the State on or about October 4, 2006.

Inquiries regarding this RFP should be directed to the RFP contact person, Jo McKinney, at Early Intervention Section, 1600 Kapiolani Boulevard, Suite 1401, Honolulu, Hawaii 96814, telephone: (808) 973-9667, fax: (808) 973-9655, e-mail:

[jo.mckinney@fhds.health.state.hi.us](mailto:jo.mckinney@fhds.health.state.hi.us)

## PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**NUMBER OF COPIES TO BE SUBMITTED: ONE ORIGINAL AND 3 COPIES**

**ALL MAIL-INS MUST BE POSTMARKED BY U.S. POSTAL SERVICE  
BEFORE 12:00 MIDNIGHT  
October 27, 2006**

**All Mail-Ins**

Department of Health  
Administrative Services Office  
P.O. Box 3378  
Honolulu, Hawaii 96801-3378

**DOH RFP COORDINATOR**

Valerie Ako  
For further info. or inquiries  
Phone: 586-4550  
Fax: 586-4649

**ALL HAND DELIVERIES WILL BE ACCEPTED AT THE FOLLOWING SITE UNTIL 4:30 P.M., Hawaii Standard Time (HST), October 27, 2006.**

**Drop-off Site**

Department of Health  
Early Intervention Section  
1600 Kapiolani Blvd., Suite 1401  
Honolulu, HI 96814

**BE ADVISED:** All mail-ins postmarked by USPS after **12:00 midnight, October 27, 2006, will not be accepted.**

Hand deliveries will **not** be accepted after **4:30 p.m., HST, October 27, 2006.**

Deliveries by private mail services such as FEDEX shall be considered hand deliveries and will not be accepted if received after **4:30 p.m., HST, October 27, 2006.**

**Submission of proposals by applicants through telefacsimile, electronic mail, and/or computer diskette is not permitted by the state purchasing agency.**

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# **Section 1**

## **Administrative Overview**

# Section 1

## Administrative Overview

**Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.**

### I. Procurement Timetable

**Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.**

Activity	Scheduled Date
Public notice announcing RFP	<u>Aug. 29, 2006</u>
Distribution of RFP	<u>Aug. 29, 2006</u>
RFP orientation session	<u>Sept. 12, 2006</u>
Closing date for submission of written questions for written responses	<u>Sept. 20, 2006</u>
State purchasing agency's response to applicants' written questions	<u>Oct. 4, 2006</u>
Discussions with applicant prior to proposal submittal deadline (optional)	<u>N/A</u>
Proposal submittal deadline	<u>Oct. 27, 2006</u>
Discussions with applicant after proposal submittal deadline (optional)	<u>N/A</u>
Final revised proposals (optional)	<u>N/A</u>
Proposal evaluation period	<u><b>Nov-Dec 2006</b></u>
Provider selection	<u>Jan. 2007</u>
Notice of statement of findings and decision	<u>Jan. 2007</u>
Contract start date	<u>July 1, 2007, or Notice to Proceed</u>



## II. Websites Referenced in this RFP

The State Procurement Office (SPO) website is [www.spo.hawaii.gov](http://www.spo.hawaii.gov)

	For	Click
1	Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
2	RFP website	"Health and Human Services, Ch. 103F..." and "RFPs"
3	Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4	Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
5	Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
6	Standard Contract -General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
7	Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"
8	HRS 321 (Hawaii Administrative Rules, Chapter 103F, HRS)	"Health and Human Services, Ch. 103F..." and "Statutes and Rules"

### Non-SPO Websites

	For	Go to
8	Tax Clearance Forms (Department of Taxation Website)	<a href="http://www.hawaii.gov/tax/">http://www.hawaii.gov/tax/</a> click "Forms"
9	Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	<a href="http://www.capitol.hawaii.gov/">http://www.capitol.hawaii.gov/</a> click "Bill Status and Documents" and "Browse the HRS Sections."
10	Department of Commerce and Consumer Affairs, Business Registration	<a href="http://www.hawaii.gov/dcca">http://www.hawaii.gov/dcca</a> click "Business Registration"
11	Campaign Spending Commission	<a href="http://www.hawaii.gov/campaign">www.hawaii.gov/campaign</a>
12	Department of Health, Early Intervention Section	<a href="http://www.hawaii.gov/health/family-child-health/eis">www.hawaii.gov/health/family-child-health/eis</a>
13	Hawaii Early Intervention State Plan	<a href="http://www.hawaii.gov/health/family-child-health/eis">www.hawaii.gov/health/family-child-health/eis</a>
14	HIPAA (Health Information Privacy Act)	<a href="http://www.hhs.gov/ocr/hipaa">www.hhs.gov/ocr/hipaa</a>
15	FERPA (Family Educational Rights and Privacy Act)	<a href="http://www.ed.gov/policy/gen/guid/fpc/">www.ed.gov/policy/gen/guid/fpc/</a>
16	Part C, IDEA (Individuals with Disabilities Education Act)	<a href="http://www.hawaii.gov/health/family-child-health/eis">www.hawaii.gov/health/family-child-health/eis</a>

(Please note: State of Hawaii website addresses may change from time to time. If a link is not active, try the State of Hawaii website at [www.hawaii.gov](http://www.hawaii.gov))

### III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS), Chapter 103F, and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

### IV. RFP Organization.

This RFP is organized into five sections:

***Section 1, Administrative Overview-*** Provides applicants with an overview of the procurement process.

***Section 2, Service Specifications*** – Provides applicants with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

***Section 3, Proposal Application Instructions-*** Describes the required format and content for the proposal application.

***Section 4, Proposal Evaluation-*** Describes how proposals will be evaluated by the state purchasing agency.

***Section 5, Attachments-*** Provides applicants with information and forms necessary to complete the application.

### V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

**State of Hawaii  
Department of Health  
Children with Special Health Needs Branch  
Early Intervention Section  
1600 Kapiolani Blvd., Suite 1401  
Honolulu, Hawaii 96814**

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**Phone (808) 973-9667      Fax (808) 973-9655**

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## VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

<b>Date:</b>	<b><u>September 12, 2006</u></b>	<b>Time:</b>	<b><u>9:30 – 11:30 a.m.</u></b>
<b>Location:</b>	<b><u>Early Intervention Section Conference Room, Pan Am Bldg., 1600 Kapiolani Blvd., Suite 1401 Honolulu, Hawaii 96814</u></b>		

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VII. Submission of Questions).

## VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency. Deadline for submission of written questions:

**Date:** **September 20, 2006**      **Time:** **4:30 p.m. HST**

State agency responses to applicant written questions will be provided by:

**Date:** **October 4, 2006**

## VIII. Submission of Proposals

A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website (See page 1-2, Websites Referred to in this RFP). Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200)** - Provides identification of the proposal.
2. **Proposal Application Checklist** – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.

3. **Table of Contents** - A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
  4. **Proposal Application (Form SPO-H-200A)** - Applicant shall submit comprehensive narratives that address all of the issues contained in the Proposal Application Instructions, including a cost proposal/budget if required. (Refer to Section 3 of this RFP.)
  5. **Tax Clearance** – A certified copy of a current valid tax clearance certificate (**current through July 1, 2007**) issued by the State of Hawaii, Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) will be required **at the time of award notice**. Tax clearance application may be obtained from the Department of Taxation website. (See paragraph II, Website Reference.)
- B. Program Specific Requirements** - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions, as applicable. If Federal and/or State certifications are required, they are listed on the Proposal Application Checklist located in Section 5.
- C. Multiple or Alternate Proposals** - Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. Wages and Labor Law Compliance** - Before a provider enters into a service contract in excess of \$25,000, the provider shall certify that it complies with section 103-55, HRS, Wages, hours, and working conditions of employees of contractors performing services. Section 103-55, HRS may be obtained from the Hawaii State Legislature website. (See paragraph II, Website Reference.)
- E. Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be register and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business

Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See paragraph II, Website Reference.)

- F. Campaign Contributions by State and County Contractors.** Contractors are hereby notified of the applicability of Section 11-205.5, HRS, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, Act 203/2005 FAQs are available at the Campaign Spending Commission webpage. (See paragraph II, Website Reference.) Further information is available in Section 5, Attachment G. of this RFP.
- G. Confidential Information** – If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

**Note that price is not considered confidential and will not be withheld.**

- H. Proposal Submittal** - Proposals must be postmarked by USPS and received within ten days of the date designated on the Proposal Mail-In and Deliver Information Sheet or hand delivered by the date and time designated on the Proposal Mail-In and Delivery Information Sheet attached to this RFP. Proposals shall be rejected when:
- postmarked after the designated date; or
  - postmarked by the designated date but not received within 10 days; or
  - If hand delivered, received after the designated date and time.
- The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

**Submission of proposals by applicants through telefacsimile, electronic mail, and/or computer diskette is not permitted by the state purchasing agency.**

## IX. Discussions with Applicants

- A. **Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. **After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably acceptable of being selected for award, but proposals may be accepted without discussions, in accordance section 3-143-403, HAR.

## X. Opening of Proposals

Upon receipt of proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

## XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

## XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

## XIII. Final Revised Proposals

The applicant's final revised proposal, *as applicable* to this RFP, must be postmarked by the date and time specified by the state purchasing agency and received within ten days or hand delivered by the date and time specified by the state purchasing agency. Final revised proposals shall be rejected when:

- Postmarked after the designated date; or
- Postmarked by the designated date but not received within ten days; or
- If hand carried, received after the designated date and time.

If a final revised proposal is not submitted, the previous submittal shall be construed as their best and final offer/proposal. *The applicant shall submit only the section(s) of the proposal that are amended, along with the Proposal*

*Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

#### **XIV. Cancellation of Request for Proposal**

The request for proposal may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the state.

#### **XV. Costs for Proposal Preparation**

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

#### **XVI. Provider Participation in Planning**

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections 3-142-202 and 3-142-203 of the Hawaii Administrative Rules for Chapter 103F, HRS.

#### **XVII. Rejection of Proposals**

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS, are parenthesized)

- (1) Rejection for failure to cooperate or deal in good faith (Section 3-141-201, HAR)
- (2) Rejection for inadequate accounting system. (Section 3-141-202, HAR)
- (3) Late proposals (Section 3-143-603, HAR)
- (4) Inadequate response to request for proposals (Section 3-143-609, HAR)
- (5) Proposal not responsive (Section 3-143-610 (1), HAR)

- (6) Applicant not responsible (Section 3-143-610 (2), HAR)

## **XVIII. Notice of Award**

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

## **XIX. Protests**

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

<b>Head of State Purchasing Agency</b>	<b>Procurement Officer</b>
Name: Chiyome L. Fukino, M.D.	Name: Ann H. Kinningham
Title: Director of Health	Title: Chief, Administrative Services Office



Mailing Address: P.O. Box 3378 Honolulu, HI 96801-3378	Mailing Address: P.O. Box 3378 Honolulu, Hawaii 96801-3378
Business Address: 1250 Punchbowl Street Honolulu, HI 96813	Business Address: 1250 Punchbowl Street Honolulu, Hawaii 96813

## **XX. Availability of Funds**

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, HRS, and subject to the availability of State and/or Federal funds.

## **XXI. Monitoring and Evaluation**

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

## **XXII. General and Special Conditions of Contract**

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

## **XXIII. Cost Principles**

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

# **Section 2**

## **Service Specifications**

## Section 2 Service Specifications

### I. Introduction

#### A. Overview, purpose or need

Children with Special Health Needs Branch, Early Intervention Section (EIS), is soliciting proposals for the purpose of providing family-centered, community-based evaluation, treatment and consultation services for infants and toddlers, birth to age three (3) years, with complex medical needs and their families.

Children with complex medical needs shall include those who are:

- not technologically dependent and who require close monitoring (e.g. severe asthma, neurological sequelae, failure to thrive, low birth weight, feeding difficulties, effects of prenatal substance abuse, and other biological conditions);
- technologically dependent with or without a ventilator;
- stable with cardio-pulmonary needs requiring more than ten (10) hours of skilled nursing supervision.

As the lead agency, Early Intervention Section is mandated to ensure that these children and their families receive services based on criteria outlined in P.L. 108-446, known as the Individuals with Disabilities Education Act (IDEA), Part C, and the Hawaii Early Intervention State Plan. To this end, EIS is soliciting proposals for services to maintain a statewide comprehensive, multi-disciplinary, trans-disciplinary, interagency system of services for these children and their families.

#### B. Planning activities conducted in preparation for this RFP

Request for Information (RFI) meetings were held on February 15, 2006 and May 15, 2006 to share planning and analytical information with prospective service providers for planned services. The RFI meetings' agenda and minutes may be referenced by contacting:

Jo McKinney  
Telephone: 808-973-9667  
FAX: (808) 973-9655  
Email: [jo.mckinney@fhsd.health.state.hi.us](mailto:jo.mckinney@fhsd.health.state.hi.us)

Participation in the planning activities, including RFI meetings, is optional and is not required to respond to a subsequent request for proposal. The

purchasing agency reserves the right to incorporate or not incorporate any recommendations presented in response to the request for information in a request for proposal. Neither the purchasing agency nor interested parties responding have any obligation under the request for information.

**C. Description of the goals of the service**

The goals of the service are to enhance the development of infants and toddlers with complex medical needs, minimize their potential for developmental delay, expand their opportunities for participation in community settings in which children without disabilities participate, and enhance the capacity of families to meet the special needs of their infants and toddlers.

**D. Description of the target population to be served**

Infants and toddlers, under the age of three (3) years, with developmental delays and their families, who are determined eligible under IDEA, Part C.

**E. Geographic coverage of service**

The entire island of Oahu. Estimated number of children\* to be served island-wide is 75.

\* Number of children is a monthly estimate of those children who, at any one time, are provided services that include referral and intake through the transition process. The number for each geographic area is an approximation. (Data shows that generally twice this estimated number come in and out of programs in the course of a year.)

**F. Probable funding amounts, source, and period of availability**

Approximate total of \$600,000.00 per fiscal year from state and federal sources, based on availability of funding.

## **II. General Requirements**

**A. Specific qualifications or requirements, including but not limited to licensure or accreditation (See section II. B. 1)**

**B. Secondary purchaser participation**  
(Refer to §3-143-608, HAR)

After-the-fact secondary purchases: allowable, subject to approval by the primary purchaser.

Planned secondary purchases: none

**C. Multiple or alternate proposals**

☐ Allowed ☒ Unallowed

**D. Single or multiple contracts to be awarded**

(Refer to §3-143-206, HAR)

☒ Single ☐ Multiple ☐ Single & Multiple

A single contract will be awarded for the island of Oahu.

**E. Single or multi-term contracts to be awarded**

(Refer to §3-149-302, HAR)

☒ Single term ( $\leq$  2 yrs) ☐ Multi-term ( $>$  2 yrs.)

**Contract terms:**

- Initial term of the contract shall be two (2) years, from July 1, 2007 up to, and including, June 30, 2009.
- The length of each extension shall be one (1) year.
- Maximum number of possible extensions shall be two (2) extensions.
- Maximum length of the contract shall be four (4) years.
- The initial period shall commence on the contract start date or the Notice to Proceed, whichever is later.
- Requests for extensions must be in writing and must be executed prior to the contract's expiration date.

**F. RFP contact person**

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Jo McKinney, Public Health Administrative Officer  
 Telephone: (808) 973-9667  
 FAX: (808) 973-9655  
 Email address: [jo.mckinney@fhsd.health.state.hi.us](mailto:jo.mckinney@fhsd.health.state.hi.us)

### III. Scope of Work

The State Department of Health (DOH), Early Intervention Section (EIS) provides services for children, from birth to age three (3), with complex medical needs and their families. As the lead agency under Individuals with Disabilities Act (IDEA), Part C, EIS is mandated to (1) maintain a statewide comprehensive, coordinated, multi-disciplinary, interagency system of early intervention for infants and toddlers and their families; (2) enhance the State's capacity to provide quality early intervention services; and (3) enhance the State's capacity to identify, evaluate and meet the needs of historically under-represented populations, particularly minority, low income, inner-city, rural populations and homeless.

Services shall be collaborative, multi-disciplinary, family-centered, comprehensive, and culturally appropriate.

Using a trans-disciplinary model of services, early intervention services shall be provided:

- Within the child's natural environment, including the home and community settings in which children without disabilities participate;
- In conformity to the Individualized Family Support Plan, and in collaboration with the parents or legal guardians, at no cost to families;
- By qualified service personnel, who shall consult with parents, other service providers, and community representatives, such as the child's physician, to ensure an effective provision of services. Qualified service personnel shall coach parents and others regarding the provision of those services. The care coordinator shall participate in the multi-disciplinary teams' assessment of the child and the child's family, and in the development of integrated goals and outcomes for the individualized family support plan.

The scope of work encompasses the following tasks and responsibilities:

#### A. Service Activities

In each contract year, the awardee shall:

1. Accept and process referrals from the Early Intervention Section's state-wide Hawaii Keiki Information Services System (HKISS) and other Part C referral sources. All children with complex medical needs shall access early intervention services through referral from HKISS and, on occasion, other community referral sources such as physicians, and Public Health Nurses (PHN). Families shall be provided free information and referral service and be connected to an interim care coordinator.
2. Identify an interim care coordinator for each child/family at the time of their referral to the early intervention program. Care coordination is an on-going service and process of shared responsibilities between families and

professionals that identifies the strengths and needs of children and families, and assists in obtaining appropriate services.

The interim care coordinator must participate in hospital discharge planning activities.

3. Provide Intake services. Program staff shall contact the child's family within 48 hours of referral to arrange a face-to-face meeting to discuss the early intervention service system and family rights consistent with IDEA, Part C, and complete appropriate forms and consents.
4. Provide Evaluation and Annual Assessment. Within 45 days of referral to IDEA, Part C each child shall receive a Comprehensive Developmental Evaluation (CDE) to determine his or her eligibility for early intervention services. Eligibility for services is defined by (1) a developmental delay in one or more of the following areas of development: cognitive development, physical development (including vision or hearing); communication development; social or emotional development; and adaptive development, or (2) have a diagnosed physical or mental condition that has a high probability of resulting in a developmental delay. Examples of these conditions include chromosomal abnormalities, severe sensory impairments (including hearing and vision), genetic or congenital disorders, disorders secondary to the exposure to toxic substances (including fetal alcohol syndrome), and severe attachment disorders.

IDEA, Part C requires that the CDE be timely, comprehensive, and conducted by a multi-disciplinary team of two or more disciplines or professions. The CDE must be conducted by personnel trained on appropriate methods and procedures utilizing a state-approved diagnostic tool, e.g. Hawaii Early Learning Profile (HELP), the Battelle, and/or the Early Intervention Developmental Profile). The care coordinator shall participate in the CDE and shall encourage families to actively participate in the assessment.

5. Develop an Individualized Family Support Plan (IFSP) for all eligible infants and toddlers and their families. The Initial IFSP shall be completed within 45 calendar days of referral to IDEA, Part C and be reviewed every six months, or earlier, if requested by a member of the multi-disciplinary team or the family. An annual IFSP shall be completed within 12 months of the Initial IFSP. An annual re-assessment must be completed prior to the annual IFSP. The IFSP shall be developed jointly with the family and appropriate qualified personnel involved in the provision of early intervention services and be based on evaluations, assessments and recommendations through an interdisciplinary process. Each IFSP shall identify the care coordinator for the child and the family. The care coordinator is responsible for providing care coordination services for that family, the services necessary to enhance both

the child's development and the capacity of the family to meet the child's needs, and a transition plan prior to the child's third birthday.

When the IFSP team determines a child is medically stable, the child must be transferred to the appropriate IDEA, Part C early intervention program.

6. Provide or link children and families with the following services: family training, counseling, home visits; special instruction; speech-language pathology and audiology services, and sign language and cued language services; occupational therapy; physical therapy; psychological services; service coordination services; medical services only for diagnostic or evaluation purposes; early identification, screening and assessment services; health services necessary to enable the infant or toddler to benefit from other early intervention services; social work services; vision services; assistive technology devices and assistive technology services; and transportation and related costs that are necessary to enable infant and toddlers and the families to receive other services as described in this paragraph. All services should be delivered as conveniently and non-intrusively as possible, and within the child and family's natural environment.

The Awardee must have an understanding and possess the skills in the service delivery for the following conditions:

- Gastrointestinal issues related to dysphagia;
  - Clinical signs and symptoms of aspiration;
  - Cervical auscultation;
  - Oral motor skills to advance safe foods for safe feeding;
  - Clinical signs and symptoms of cardio-pulmonary distress;
  - Management and care of various technologies (e.g. ventilator, trach).
7. Support families. The Awardee shall provide opportunities to support families, recognizing that they possess a wide range of strengths, concerns and aspirations beyond the need for specialized health and developmental services for their child. Family support services should focus on promoting and building on existing strengths and abilities, increasing knowledge and self-sufficiency, and reflect the needs and wants of the family.
  8. Assist families access a medical home for the eligible child. The Awardee shall assist families to access a medical home for preventive care, anticipatory guidance and well-child care. IFSP services shall be coordinated with the medical home with parent consent.
  9. Implement transition activities prior to the child's third birthday. Each IFSP shall include a transition plan that outlines steps to be taken to support the transition of the child from IDEA, Part C into Department of Education (DOE), or a community-based preschool or day care.



Transition services include the following components:

- Discussion and training for parents, encouraging them to voice their dreams and expectations for their child, regarding potential future services, placements and other matters related to the transition;
- Procedures to prepare the toddler for changes in service delivery, including steps to help the toddler/family adjust to, and function successfully in a new setting;
- With written parental consent, the transition of information (e.g. evaluation and assessment information, copies of prior IFSPs) about the child to DOE, or other community service provider, to ensure continuity of services;
- With parent consent, DOE shall be notified of children possibly eligible under Part B, by the time the child is 2.9 years of age;
- For children possibly eligible under IDEA, Part B, at least 90 days prior to (up to nine months before, at the discretion of all parties) the child's date of eligibility under Part B, a transition conference will be convened to discuss future service options. Minimally, the transition conference shall include the family, the care coordinator, and a representative from the school district for Part B;
- For children probably not eligible under IDEA, Part B, at least 90 days prior to the child's third birthday (and at the discretion of the family), a transition conference will be convened of the family, the care coordinator, and any agency representatives who may likely serve the child, to discuss future service options.

## **B. Management Requirements (Minimum and/or mandatory requirements)**

### **1. Personnel**

- a. Core staff must include, at a minimum, Program Manager, Social Worker, Occupational Therapist, Physical Therapist, Speech Language Pathologist, and Special Education Teacher (Refer to Hawaii Early Intervention State Plan). Resumes, licenses and/or certificates of proposed staff must be included as part of the Awardee's proposal, as appropriate.

The Awardee must submit a written request and obtain written prior approval from the Early Intervention Section Supervisor prior to hiring any staff that do not conform to Core staff requirements.

- b. If the Awardee wishes to utilize additional staff (e.g. Certified Occupational Therapy Aide (COTA), Physical Therapy Aide (PTA), Communication Aide) to support above listed professionals, Awardee must submit a written request and obtain prior written approval from the Early Intervention Section supervisor.

- c. The Awardee should determine additional staff necessary to provide administrative support, e.g. data clerk and other clerical support.
- d. The Awardee's program manager and all new program staff must attend IDEA, Part C orientation within 6 months of hire. In addition, program managers shall collaborate with the Early Intervention Section's Personnel Development Specialist to identify other trainings to meet program, staff and family needs.
- e. The Awardee shall provide staff training at least twice each year to upgrade skills and to stay abreast of the most current techniques for providing early intervention services for children with complex medical needs and their families. Additionally, Awardee must ensure that professional direct service staff stays abreast of current practice skills within each discipline's area of expertise (e.g. Continuing Education Units (CEU), discipline specific conferences, etc).
- f. Using a trans-disciplinary model, comprehensive services shall be provided by a multi-disciplinary team of professionals (program or subcontracted staff) who meet the highest professional standards and competencies as identified in the Hawaii Early Intervention State Plan. Professional staff must be licensed or certified to practice in Hawaii, as applicable.

Individual staff (identified by specific disciplines) competencies must include the ability to interpret Modified Barium Swallow results and provide appropriate follow up treatment services.

Prior to hiring or subcontracting program staff that do not conform to these regulations, the Awardee must submit a written request outlining a plan that identifies how and when (timeline for completion) the staff will meet the standards identified in the Hawaii Early Intervention State Plan and/or ensure that appropriate support is provided. The Awardee must obtain written approval from the EIS supervisor prior to hire.

## **2. Administrative**

- a. The Awardee shall list and briefly describe any previous or current contract award where the Awardee provided early intervention services for children, ages birth to age three (3), and their families, or similar services to children, ages four (4) through eight (8), and their families.

- b. The Awardee shall utilize appropriate reports and records pertaining to the provision of services in accordance with standards developed by the Early Intervention Section. Reports and records shall be maintained by the Awardee and made available for monitoring and review by the Early Intervention Section staff upon request.
- c. The Awardee shall maintain confidential data and records on each child pursuant to the State's current Hawaii Early Intervention State Plan including the federal Health Insurance Portability Act ("HIPAA") and the federal Family Educational Rights Privacy Act ("FERPA").

Records shall be made available for review by the State upon request. The records shall include: (1) Documentation that either the 45 day timeline for CDE and the IFSP has been met, or if not, reasons why; (2) the child's IFSPs; (3) Evaluations and progress reports on the child's identifiable outcomes; (4) Documentation of services provided; (5) Other information as may be required by the State.

- d. The Awardee shall attend, at least twice a year, a meeting of purchase of services Awardees of early intervention services.
- e. The Awardee shall provide a schedule for services that identifies days and hours of operation, including evenings, Saturdays, days for staff training, etc. Special priority must be given to providing services in the child and family's natural environment and at days/times that support the family's schedule.
- f. The Awardee must ensure that families are informed of, and understand their rights to the following:
  - Completion of a CDE/IFSP within 45 days to determine a child's eligibility for services;
  - Inclusion of other family members, friends or advocates, or even an attorney at IFSP meetings;
  - Care coordinator to assist in getting needed services;
  - Written prior notice before any evaluation or services are provided;
  - Interpreter services if English is not the family's native or primary language;
  - Examination and copy of the child's records;
  - No release of personally identifiable information concerning anyone in the family without prior written approval;

- Families have the right to disagree with any recommendations made, or complain about the provision of services and may discuss concerns with their child's care coordinator, the program manager, or the DOH Early Intervention Section supervisor;
  - If families are not satisfied with services, they may make a written request for mediation and/or a due process hearing;
  - Continuation of services pending the outcome of a family's complaint, mediation, and/or due process hearing.
- g. The awardee shall have policies and procedures concerning behavior management which emphasizes positive reinforcement techniques and the least restrictive approaches that ensure that the staff providing services shall not subject children to physical, verbal, sexual, or psychological abuse and punishment, and to ensure that children are treated with respect and dignity.
- h. Applicant shall have policies and procedures concerning incidents of neglect and abuse. The policies and procedures shall include, but not be limited to:
1. Provision for immediate medical attention as soon as injury is suspected;
  2. Submission of written reports of the incident to the State's Early Intervention Section within seven (7) days of the incident;
  3. Immediate notification to the State and other appropriate government investigative bodies of all incidents of abuse, neglect, or where there is a substantial risk that child abuse or neglect may occur in the reasonable foreseeable future.
- i. The Awardee shall make an acknowledgement of the DOH, Early Intervention Section, as the Awardee's program sponsor on all printed materials (e.g. newsletters, brochures, etc.).
- j. The Awardee shall cooperate fully with all centralized billing efforts of the Department of Health to maximize federal reimbursements and other third party collection efforts, including but not limited to the following: Title IV-E training and administrative claiming forms; Title XIX carve-out and Medicaid fee-for-service; and private insurance recoverable costs.
- k. Awardee shall be fully staffed and operationally able to provide services to 50% of the contracted number of children within 3 months of the contract award date. Awardee shall provide services to 100% of the contracted number of children within 6 months of contract award.

1. The Awardee shall maintain records and secure all equipment leased or purchased under the contract and make acknowledgement of the DOH as the owner of said equipment.

**Note:** Equipment and supplies purchased with State funds shall become the property of the State at the end of a contract. If the contract is terminated with cause or without cause at the scheduled expiration of the time of performance specified in the contract, all equipment and unused supplies and materials leased or purchased with funds paid to the Awardee under the contract shall become the property of the State, as it so specifies, and shall be disposed of as directed by the State, except, if applicable, as otherwise may be provided under a Federal grant. Under this circumstance, federal law will not allow a transfer of equipment and supplies without compensation to the federal government.

### **3. Quality assurance evaluation specifications**

- a. The Awardee shall conform to the following guidelines:
  - IDEA, Part C
  - HRS 321.351 – 321.354
  - Hawaii Early Intervention State Plan
  - Americans with Disabilities Act (ADA)
- b. The Awardee shall have a quality assurance plan which identifies the mission of the organization, what services shall be provided, how they are to be delivered, who is qualified to deliver them, who is eligible to receive the services and what standards will be used to assess or evaluate the quality and utilization of services.
- c. The Awardee shall cooperate fully with all quality assurance efforts of the Department of Health (DOH), including, but not limited to, IDEA, Part C monitoring activities related to implementing a statewide continuous improvement monitoring process and internal review procedures.

### **4. Outcome and Performance Measures**

As a means toward achieving the goal of improving the developmental status of infants and toddlers with special needs and their families, EIS requires the reporting of performance measures. This approach proposes that the Awardee take responsibility for achieving the performance objectives for specific early intervention indicators. Performance measures are addressed in Section 5, Attachment E., Table A-Performance Measures.

**5. Experience**

The Awardee shall have the necessary skills, abilities, knowledge of, and experience relating to the delivery of the proposed services to children with complex medical needs, birth to three years of age, and their families, or similar services to children, ages four to age eight, and their families. Facilities should be adequate relative to the proposed services.

**6. Coordination of Services**

The awardee shall possess the capability to coordinate services with other agencies and resources within the community.

**7. Reporting requirements for program and fiscal data**

- a. The awardee shall submit quarterly and annual narrative reports on services provided, number of children and families served, and other data, etc., according to timelines and formats set by the Department of Health. Reports are due 30 days after the end of each reporting period.
- b. The awardee shall submit an annual variance report within 30 calendar days after the end of each fiscal year in the format requested by the Department, documenting the organization's achievement towards the planned performance objectives for the budget period and explaining any significant variances (+/- 10%).
- c. The awardee shall participate in all data collection requirements, including participation, by families, in the Family Health Services Division database system, the Federal child count data collection, gathering information for the early intervention carve-out, and other Department of Health data requirements.
- d. The awardee shall submit monthly invoices to the Early Intervention Section which includes information on the number of children served, the type of services provided, a list of the children served, and any additional documentation as required by the State's Early Intervention Section, including, but not limited to, centralized billing efforts of the DOH to maximize federal reimbursements and other third party collection efforts.

Invoices will be paid upon receipt, based on funding availability and conditional that all required monthly/quarterly/annual reports have been received by the purchasing agency in accordance with established due dates.

- e. The awardee shall submit quarterly expenditure reports, including personnel costs, on Form POST 210 and POST 210a (Refer to Section 5, Attachment E).

**8. Pricing structure or pricing methodology to be used**

- a. Unit Price Reimbursement. Negotiated salary ranges for direct service personnel shall be reimbursed on a unit price reimbursement method based upon the provision of approved billable activities. The unit of reimbursement shall be the standard of 15 minute increments. The salary range for direct service personnel shall be based on a negotiated salary range per service discipline plus negotiated rates for fringe benefits and payroll taxes.

For each full time (1.0 FTE) direct service employee, 1297 direct service hours per year (108 hours per month) is expected. Service hours by discipline shall be tracked on a monthly and cumulative basis for each direct service employee.

It is expected that the Awardee shall provide an average of 108 billable service hours per month for each full time (1.0) FTE of direct service staff in order to meet contract requirements.

If unforeseen circumstances result in the Awardee failing to meet standard performance requirements by the end of the fiscal year, the purchasing agency may, on a case-by-case basis, reimburse the Awardee the difference between the approved contractual amount and the actual billable amount after the end of the contract year. The Awardee would provide written details of the reasons service expectations were not met.

- b. Cost reimbursement. All other costs, including the salaries/fringe benefits/payroll taxes for administrative staff and program support staff (social workers, data clerks, administrative assistants, program managers, etc.), lease costs, equipment, mileage, supplies, etc. shall be reimbursed based on actual costs incurred on a month-to-month basis, with the approved budget serving as the basis for these expenditures. Actual monthly costs must be submitted; the Awardee shall not simply bill 1/12 of the total approved budget for cost reimbursable items. If additional administrative costs are necessary to support increases in the number of direct service staff, the budget for administrative costs may be negotiated and increased accordingly.

Additional core staff and/or support staff (data clerks/clerical staff) may be hired after the Awardee submits a written request and obtains the Early Intervention Section Supervisor's written approval. The Awardee shall determine the number of social workers needed by utilizing a ratio standard of one (1.0 FTE) for every 35 children **care coordinated** by the Awardee's program (see Section 2, I.E. It is estimated that 80% of the children served by the program receive care coordination by program staff. The other 20% receive care coordination by Public Health Nurses or Healthy Start staff). As the number of children increases, additional social work staff shall be hired based on the Early Intervention Section supervisor's written approval of the Awardee's written request.

It is recommended that staffing patterns include a program manager (identify FTE between 0.5 and 1.0) for each geographic area to be served.

The number of data clerks shall and other clerical support shall be based on the number of children served by the Awardee's program. One (1.0 FTE) data clerk shall be allowed for the first 100 children served by the program (see Section 2, I.E.). When the number of children served approaches 125, the Awardee shall submit a written request to the Early Intervention Section Supervisor to hire additional clerical support, if necessary.

## **9. Units of service and unit rate**

The unit of service is a provision of an early intervention service and shall be based on increments of 15 minutes. Unit rates are subject to annual review and adjustment.

### **Method of compensation and payment**

Upon execution of the contract, awardees shall receive a first quarter advance payment equal to one-fourth of the negotiated annual budget for the first contract period of the first contract year, to be made 30 calendar days after the execution of the agreement. The balance shall be paid by monthly reimbursement upon submission of provider invoices. These invoices shall be accompanied by required data collection reports.



Final payment is based on the receipt of all final reports, invoices and expenditure plans.

#### **IV. Facilities**

Awardees are required to maintain facilities adequate to ensure confidentiality of records, adequate work areas for staff and accessibility to families.

The Awardee should have a substantial local presence in the geographic areas in which they wish to provide services. All three (3) of the following criteria must be met:

- Staffed facility or office dedicated solely to the service provider organization and available to members of the public seeking its services (provide physical street address of office if known);
- Days and hours of operation to support families' schedules (e.g. evenings, weekends)
- Telephone and facsimile number dedicated exclusively to the organization.

# **Section 3**

## **Proposal Application Instructions**

## Section 3

# Proposal Application Instructions

### General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

### The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

## **I. Program Overview (See Section 2. I.A.)**

Applicant shall provide a brief overview to orient evaluators to the program/services being offered and the Applicant's understanding of the philosophy that guides early intervention services. Applicant shall briefly summarize and highlight the contents of their proposal in such a way as to provide a broad understanding of their entire proposal.

## **II. Experience and Capability (See Section 2, III.B.5. and Section 4, III, Phase 2, 1. A-E)**

### **A. Necessary Skills**

The Applicant shall demonstrate the necessary skills, abilities, and knowledge relating to the delivery of the proposed early intervention services to infants and toddlers, from birth to age three (3), with complex medical needs and their families. The Applicant can also demonstrate similar knowledge relating to the provision of services to children, four (4) to eight (8) years of age, with complex medical needs and their families. The description should demonstrate an overall knowledge of IDEA, Part C and how its services are to be provided in conformity to the IFSP process.

### **B. Experience**

The Applicant shall describe pertinent experience relating to the delivery of the early intervention services for children, ages birth to age three (3), and their families, or similar services to children, ages four (4) to eight (8) years, and their families. Applicant shall provide a description of verifiable experience within the past five (5) years.

Applicant should attach references who can attest to the Applicant's knowledge and skills, including names, addresses, emails and phone numbers. The State reserves the right to contact the references to verify experience.

### **C. Quality Assurance and Evaluation**

The Applicant shall describe its own plans for quality assurance and evaluation plans for the proposed services, including methodology. The plan must identify the standards to be used to assess or evaluate the quality and utilization of services.

### **D. Coordination of Services**

The Applicant shall demonstrate capacity to coordinate services for children and their families and collaborate with other Part C agencies and community resources. Letters of agreement are not necessary.

## E. Facilities

The Applicant shall describe how its facilities will be sufficient to meet the proposed service requirements, including its ability to ensure confidentiality of records, provide adequate work areas for staff, and provide appropriate accessibility for families under ADA requirements. If facilities are not presently available, Applicant shall describe plans to secure facilities that will meet these requirements.

Applicant shall describe how it meets or plans to meet the requirement for substantial local presence in the geographic area(s) in which services are to be provided. The following criteria should be addressed in some detail to assure that families can access services outside a typical workday:

- Staffed facility or office dedicated to the service provider organization and available to the public seeking its services (provide street address of the office/facility);
- Specific days and hours of operation; and
- Telephone and facsimile numbers dedicated exclusively to the organization.

## III. Project Organization and Staffing (Section 2, III.B.1. and Section 4, Phase 2, 2.A-B)

### A. Staffing

#### 1. Proposed Staffing

Applicant shall describe in detail its proposed staffing pattern, child/staff ratio, and caseload capacity to ensure viability of services.

Applicant shall describe staffing patterns consistent with the personnel requirements in the Service Specifications. It is highly recommended that staffing patterns include one program manager (identify FTE between 0.5 and 1.0). The Applicant shall determine the number of social workers needed by utilizing a ratio standard of one social worker (1.0FTE) for every 35 children **care coordinated** by the Applicant's program (It is expected that 80% of the children who receive services at the program site will need care coordination by the program care coordinators). As the number of children grows, additional social work staff may be hired based on the Early Intervention Section supervisor's written approval of the Applicant's written request.

The number of data clerks shall and other clerical support shall be based on the number of children served by the Awardee's program. One (1.0

FTE) data clerk shall be allowed for the first 100 children served by the program (see Section 2, I.E.). When the number of children served approaches 125, the Awardee shall submit a written request to the Early Intervention Section Supervisor to hire additional clerical support, if necessary

If the Applicant plans to utilize additional staff, e.g. Certified Occupational Therapy Aide (COTA), Physical Therapy Aide (PTA), Communication Aide to support the above listed professionals, the Applicant's explanation must include when and how these additional staff are to be authorized, utilized, and supervised.

2. Staff Qualifications (Refer to qualifications in Service Specifications, as applicable in the Early Intervention State Plan at website: [www.hawaii.gov/health/family-child-health/eis](http://www.hawaii.gov/health/family-child-health/eis)).

Applicant shall describe qualifications, including experience, of staff assigned to the program. Applicant shall include resumes of proposed staff.

In certain geographic areas of Oahu it may be difficult to hire staff who do not meet standards identified in the Hawaii Early Intervention State Plan. In these instances the Applicant shall outline plans and timelines to identify how and when (timeline for completion) staff will meet the identified standards and/or ensure that appropriate support is provided.

## **B. Project Organization**

1. Supervision and Training

Applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services. Applicant shall include training plans for program managers and program staff to stay abreast of the most current techniques within each discipline's area of expertise (e.g. Continuing Education Units (CEU), discipline specific conferences, etc), as well as IDEA, Part C regulations.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision (include position title, name and full time equivalency). Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposal Application. Staffing patterns should support the service delivery process.

#### **IV. Service Delivery Section 2, III.A., pages II-5-15 and Section 4, III. Phase 2, 3.)**

Applicant shall describe in detail their approach to addressing service activities and management requirements from Section 2, Item III, pages II-5 through II-15, Scope of Work, including a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules. The program's capacity to provide services in the following settings and days/times should be included.

##### Settings:

- Home
- Community preschool
- Community day care (home of day care provider)
- Other community locations (e.g. park, Early Head Start)
- Other (list)

##### Days/Times:

(Daytime = 8:00 am to 4:30 pm; evening = 4:30 pm to 7:30 pm)

- |             |                 |
|-------------|-----------------|
| • Monday    | Daytime/Evening |
| • Tuesday   | Daytime/Evening |
| • Wednesday | Daytime/Evening |
| • Thursday  | Daytime/Evening |
| • Friday    | Daytime/Evening |
| • Saturday  | Daytime/Evening |
| • Sunday    | Daytime/Evening |

#### **V. Financial (Section 2, III.B. 7-10 and Section 4, III. Phase 2, 5.)**

##### **A. Pricing Structure**

Applicant shall submit a cost proposal (budget forms, worksheets and justifications) utilizing the price structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application. The Applicant shall utilize the following pricing structure methodology:

1. Unit Price Reimbursement. The Applicant shall submit EIS worksheets and budget forms that describe in detail salary ranges, related fringe benefits ranges and payroll taxes for each direct service discipline.

*Note:* Direct services are to be reimbursed on a unit price (15 minute increments) reimbursement method based upon the provision of approved billing activities. It is expected that each full time (1.0 FTE) direct service employee will meet 1297 direct service hours per year (108 service hours per month). The Applicant's

budget details and narrative shall describe how this expectation shall be met. Applicant shall also describe how it will provide an average of 108 billable service hours per month for each direct service FTE. Applicant shall describe how these hours shall be tracked on a monthly and cumulative basis for each direct service employee.

2. Cost reimbursement. The Applicant shall submit EIS worksheets and budget forms that will show in detail how all other costs, including the salaries/fringe benefits/payroll taxes for administrative staff and program support staff (social workers, data clerks, other clerical support, program managers, etc.), lease costs, equipment, mileage, supplies, etc. will be billed based on actual costs incurred on a month-to-month basis, not simply 1/12 of the cost reimbursement portion of the budget. Applicant shall describe the circumstances when additional administrative costs to support increases in the number of direct service staff would be necessary.

The following budget forms, billable activities worksheets and instructions for both are located in Section 5, Attachment D. The EIS Worksheets and EIS Budget Forms must be submitted with the Proposal Application:

- EIS Budget Forms 1 through 7
- EIS Worksheets 1 through 7

*Note:* A revised budget may be requested from the Awardee upon issuance of the notice of statement of findings and decisions.

## **B. Other Financial Related Materials**

1. Accounting System

The Applicant shall attach their most recent financial audit to their Proposal as part of their Proposal Application.

## **VI. Other**

### **A. Litigation**

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.



# **Section 4**

## **Proposal Evaluation**

## Section 4

### Proposal Evaluation

#### I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

#### II. Evaluation Process

An evaluation committee of designated reviewers selected by the contracting office shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

#### Evaluation Categories and Thresholds

<u>Evaluation Categories</u>				<u>Possible Points</u>
<i>Administrative Requirements</i>				
<i>Proposal Application</i>				<b>100 Points</b>
Program Overview		0 points		
Experience and Capability		25 points		
Project Organization and Staffing		10 points		
Service Delivery		50 points		
Financial		15 points		
<b>TOTAL POSSIBLE POINTS</b>				<b>100 Points</b>

### III. Evaluation Criteria

#### Phase 1 - Evaluation of Proposal Requirements

##### 1. Administrative Requirements

- Application checklist
- Tax Clearance Certificate (with proposal or when contract is awarded)
- Required direct service staff resumes, licenses and/or certificates, if available

##### 2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

#### Phase 2 - Evaluation of Proposal Application (100 Points)

**Program Overview:** No points are assigned to Program Overview. The intent is to give the applicant an opportunity to orient evaluators as to the service(s) being offered and their understanding of the philosophy that guides early intervention services.

##### 1. *Experience and Capability (25 Points)*

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

<b>A. <i>Necessary skills, abilities and knowledge relating to the delivery of the proposed services</i></b>		
<ul style="list-style-type: none"> <li>• Does the Applicant's proposal demonstrate the necessary skills, abilities, and knowledge relating to the delivery of the proposed early intervention services to infants and toddlers, from birth to age three (3) years, with complex medical needs and their families?</li> </ul>		5
<ul style="list-style-type: none"> <li>▪ If the Applicant does not have experience with this age group, does the Applicant's proposal demonstrate similar knowledge relating to the</li> </ul>		0.5

provision of services to children, four (4) to eight (8) years of age, with complex medical needs and their families?		
<ul style="list-style-type: none"> <li>Does the Applicant's proposal demonstrate an overall knowledge of IDEA, Part C requirements?</li> </ul>		4
<b>B. Experience</b>		
<ul style="list-style-type: none"> <li>Does the proposal provide a description of verifiable experience with projects/contracts for the past five (5) years for children, from birth to age three (3), with special needs and their families?</li> </ul>		5
<ul style="list-style-type: none"> <li>If the Applicant does not have experience with this age group, does the proposal provide a description of verifiable experience relating to the provision of services to children, four (4) to eight (8) years of age, with complex medical needs and their families within the past five (5) years?</li> </ul>		0.5
<b>C. Quality Assurance and Evaluation</b>		
<ul style="list-style-type: none"> <li>Does the quality assurance and evaluation plan identify: the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver them, and who is eligible to receive services?</li> </ul>		2
<ul style="list-style-type: none"> <li>Does the proposal describe standards that are to be used to assess and evaluate the quality and utilization of services?</li> </ul>		3
<ul style="list-style-type: none"> <li>Does the proposal describe a quality assurance plan that serves as procedural guidelines for staff?</li> </ul>		2
<b>D. Coordination of Services</b>		
<ul style="list-style-type: none"> <li>Does the proposal describe demonstrated capability to collaborate with other Part C agencies and resources in the community?</li> </ul>		1
<ul style="list-style-type: none"> <li>Does the proposal demonstrate capacity to coordinate services for children and their families with other Part C agencies and community resources?</li> </ul>		1
<b>E. Facilities</b>		
<ul style="list-style-type: none"> <li>Does the Applicant's proposal describe ways in which the facilities demonstrate a significant presence relative to the geographic areas in which services are to be provided?</li> </ul>		0.5
<ul style="list-style-type: none"> <li>Does the proposal provide broad opportunities</li> </ul>		0.5

for families to access services outside of the typical workday?		
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**2. *Project Organization and Staffing (10 Points)***

The State will evaluate the applicant's overall staffing approach to the service that shall include:

<b>A. <i>Staffing</i></b>		
<ul style="list-style-type: none"> <li>Does the proposal describe a staffing pattern, direct service staff numbers and child/staff ratio that is reasonable to insure viability of the services and provide adequate coverage?</li> </ul>		3
<ul style="list-style-type: none"> <li>Does the proposal describe staff qualifications, including education, licensure/certification, and experience that meet the minimum necessary qualifications as described in this request for proposal?</li> </ul>		2
<ul style="list-style-type: none"> <li>Does the proposal describe how support will be provided to staff who do not meet these minimum standards?</li> </ul>		2
<b>B. <i>Project Organization</i></b>		
<ul style="list-style-type: none"> <li>Does the proposal describe an ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services?</li> </ul>		2
<ul style="list-style-type: none"> <li>Does the proposal describe a practical and logical approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks?</li> </ul>		1

### 3. *Service Delivery (50 Points)*

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application.

Does the Applicant's proposal include and describe in detail, the process of completing each activity:

• How services are to reach under-represented populations, particularly minority, low income, inner-city, rural populations and homeless (See Section 2, III, Scope of Work)?	2
• How referrals will be accepted and processed and how information about Part C will be provided to families?	2
• How an interim care coordinator will be identified at the time of referral and connected to families?	1
• How families will be contacted and supported through the intake process?	3
• How a timely comprehensive developmental evaluation will be completed?	4
• How a timely IFSP will be completed for all eligible infants and toddlers?	5
• How families will be provided, or linked to, mandated early intervention services?	4
• How support services will be provided to families?	2
• How families will be assisted in accessing a medical home for eligible children?	1
• How transition activities will be developed and implemented?	5
• How a trans-disciplinary model approach to providing comprehensive early intervention services by a multi-disciplinary team of professionals will be developed, supported and utilized? If the Applicant feels that the trans-disciplinary model is not always appropriate, explain why and what other service delivery model(s) is recommended.	5
• How confidential data and records will be maintained on each child?	1
• How services will be provided in a child and family's natural environment that supports the family's schedule?	2
• How to ensure families are informed of, and	3

understand, their rights in accordance with Part C requirements?		
<ul style="list-style-type: none"> <li>How policies and procedures concerning behavior management with an emphasis on positive reinforcement techniques and the least restrictive approaches will be monitored to ensure that staff providing the services will not subject children to physical, verbal, sexual, or psychological abuse and punishment?</li> </ul>		1
<ul style="list-style-type: none"> <li>How policies and procedures concerning incidents of neglect and abuse will be implemented?</li> </ul>		1
<ul style="list-style-type: none"> <li>How the DOH, Early Intervention Section will be acknowledged as the program's sponsor on all printed materials?</li> </ul>		1
<ul style="list-style-type: none"> <li>How the program will be fully staffed and operationally able to provide services to 50% of contracted number of children within 3 months of contract award, and 100% within 6 months?</li> </ul>		3
<ul style="list-style-type: none"> <li>How equipment leased or purchased with contract funds will be maintained and identified as State DOH owned equipment?</li> </ul>		1
<ul style="list-style-type: none"> <li>How data will be collected to ensure accurate reporting of performance objectives (Table A-Performance Measures)?</li> </ul>		3

#### 4. **Financial (15 Points)**

<ul style="list-style-type: none"> <li>Is the number of projected hours reasonable for the number of children to be served?</li> </ul>		5
<ul style="list-style-type: none"> <li>Are Personnel Costs: Salaries- Direct Service Staff reasonable and adequately justified, including hourly sub-contracted rates, if included? (See Budget Form 1, A-1)</li> </ul>		5
<ul style="list-style-type: none"> <li>Are Personnel Costs: Salaries- Administrative Staff reasonable and adequately justified? (See Budget Form 1, A-2)</li> </ul>		1
<ul style="list-style-type: none"> <li>Are non-personnel costs reasonable and adequately justified? (See Budget Form B-G)</li> </ul>		3
<ul style="list-style-type: none"> <li>Does the Single Audit Report or Financial Report indicate minimal or no material deficiencies?</li> </ul>		1

### **Phase 3 - Recommendation for Award**

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.



# **Section 5**

## **Attachments**

- A. Proposal Application Checklist
- B. Proposal Application - Sample Table of Contents
- C. Federal Certifications
  - Debarment and Suspensions
  - Drug-free Workplace Requirements
  - Lobbying
  - Program Fraud Civil Remedies Act (PFCRA)
  - Environmental Tobacco Smoke
- D. Early Intervention Budget Instructions and Attachments D-1 through D-4
- E. POST 210 and 210A, Report of Expenditures
- F. Table A – Performance Measures
- G. DOH Policy Directive – Interpersonal Relationships Between Staff and Clients/Patients
- H. State Procurement Office (SPO) Procurement Circular – Campaign Contributions by State and County Contractors

# Attachment A

## Proposal Application Checklist

## Proposal Application Checklist

Applicant: \_\_\_\_\_

RFP No.: HTH 530-06-2

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.\*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
<b>General:</b>				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	<b>X</b>	
Proposal Application Checklist	Section 1, RFP	Attachment A	<b>X</b>	
Table of Contents	Section 5, RFP	Section 5, RFP	<b>X</b>	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	<b>X</b>	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*		
<b>Cost Proposal (Budget)</b>				
SPO-H-205	Section 3, RFP	SPO Website*		
SPO-H-205A	Section 3, RFP	SPO Website*		
SPO-H-205B	Section 3, RFP	SPO Website*		
SPO-H-206A	Section 3, RFP	SPO Website*		
SPO-H-206B	Section 3, RFP	SPO Website*		
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*		
SPO-H-206F	Section 3, RFP	SPO Website*		
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*		
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
EIS Budget Instructions and Attachments D-1 through D-4	Section 3, RFP	Section 5, RFP	<b>X</b>	
<b>Certifications:</b>				
<b>Federal Certifications</b>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP	<b>X</b>	
Drug Free Workplace		Section 5, RFP	<b>X</b>	
Lobbying		Section 5, RFP	<b>X</b>	
Program Fraud Civil Remedies Act		Section 5, RFP	<b>X</b>	
Environmental Tobacco Smoke		Section 5, RFP	<b>X</b>	
<b>Program Specific Requirements:</b>				
Table A- Performance Measures		Section 5, RFP	<b>X</b>	
POST 210 AND 210A- Report of Expenditures		Section 5, RFP		
DOH Policy Directive- Interpersonal Relationships		Section 5, RFP		
Procurement Circular-Campaign Contributions		Section 5, RFP		

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

# Attachment B

## Proposal Application – Sample Table of Contents

## **Proposal Application Table of Contents**

<b>I.</b>	<b>Program Overview.....</b>	<b>1</b>
<b>II.</b>	<b>Experience and Capability .....</b>	<b>1</b>
<b>A.</b>	Necessary Skills .....	2
<b>B.</b>	Experience.....	4
<b>C.</b>	Quality Assurance and Evaluation.....	5
<b>D.</b>	Coordination of Services.....	6
<b>E.</b>	Facilities.....	6
<b>III.</b>	<b>Project Organization and Staffing .....</b>	<b>7</b>
<b>A.</b>	Staffing.....	7
	1. Proposed Staffing.....	7
	2. Staff Qualifications .....	9
<b>B.</b>	Project Organization .....	10
	1. Supervision and Training.....	10
	2. Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
<b>IV.</b>	<b>Service Delivery.....</b>	<b>12</b>
<b>V.</b>	<b>Financial.....</b>	<b>20</b>
	See Attachments for Cost Proposal	
<b>VI.</b>	<b>Litigation.....</b>	<b>20</b>
<b>VII.</b>	<b>Attachments</b>	
<b>A.</b>	Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
<b>B.</b>	Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 1996	
<b>C.</b>	Organization Chart	
	Program	
	Organization-wide	
<b>D.</b>	Performance and Output Measurement Tables	
	Table A	
	Table B	
	Table C	
<b>E.</b>	Program Specific Requirements	

## **This RFP is in 5 Part:**

**Part 1: Beginning through Attachment B**

**Part 2: Attachment C**

**Part 3: Attachment D through E**

**Part 4: Attachment F**

**Part 5: Attachment G through H**